



Avaya Equinox® Client (Windows) Release 3.6.4 (Service Pack)

Release Notes

Issue 1.0
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Change History

Date	Description
7/23/2019	July GA update for the Avaya Equinox® 3.6 Windows Client.
9/4/2019	September Service Pack update for the Avaya Equinox® 3.6 Windows Client.

Introduction

This document provides late-breaking information to supplement the Avaya Equinox® Windows Client 3.6.4 software and documentation. For updated documentation, product support notices, and service pack information, go to the Avaya Support site at <http://support.avaya.com>.

Please refer to the latest Avaya Aura® 8.1.0.x Release Notes for information specific to the Avaya Aura® feature and service packs.

Please refer to the latest Avaya IP Office™ 11.0.x Release Notes for information specific to the Avaya IP Office™ Feature and Service Packs.

Installation

Product compatibility

For the latest and most accurate compatibility information go to <https://support.avaya.com/CompatibilityMatrix/Index.aspx>.

The following table lists the minimum and recommended release lineups of the Avaya products that the Equinox Clients require:

Product	Minimum Release*	Recommended Release*
Avaya Aura® System Manager (SMGR)	6.3.10.0	8.1.0.0
Avaya Aura® Session Manager (SM)	6.3.9.0	8.1.0.0
Avaya Aura® Communication Manager (CM)	6.3.8.0	8.1.0.0
Avaya Aura® Presence Services (PS)	6.2.4	8.1.0.0
Avaya Aura® Conferencing	8.0.6 (FP6)	8.0.14 (SP14)
Avaya Breeze	3.0.0.0	3.6.0.2
Avaya Session Border Controller for Enterprise	6.3.0.0	8.0.0.0
Avaya one-X® Client Enablement Services	6.2.6.0	6.2.8.0
Avaya Equinox Conferencing	9.0.2.0	9.1.8.0
Avaya Media Server	7.6.0.0 (AAC only) 7.7.1.0	7.6.0.0 (AAC only) 8.0.0.3
Avaya Multimedia Messaging	3.0.0.0	3.5.1.0 SP1
Avaya Aura Device Services	7.0.1.0	7.1.5
Avaya Aura Web Gateway	3.1.0.0	3.5.2.0
Avaya IP Office	11.0.0.0	11.0.4.1

* Or later service pack.

Product Release Line-Up

The following table lists the release build numbers of the Avaya Equinox® clients.

Client/Server	Release Build Number	Date Available
Avaya Equinox for Windows	3.6.4.31	6 September 2019
Avaya Equinox for MacOS	3.6.4.31	6 September 2019
Avaya Equinox for Android	3.6.4.40	6 September 2019
Avaya Equinox for iOS	3.6.4.40	6 September 2019

Deployment Considerations

Contact groups

Contact groups are only available with Avaya Aura® Device Services Release 7.1.6 and later.

Searching contacts by name, location, and department.

You can perform this advanced search only if you configure Avaya Aura® Device Services 7.1.6 (or later) as a contact service.

Single Sign-On (SSO) with Open Authorization (OAuth) and Security Assertion Markup Language (SAML)

Services included with the solution require Avaya Aura® Device Services Release 8.0 (or later) and the Avaya Multimedia Messaging service on Avaya Aura® Presence Services Release 8.1 (or later).

Block my Camera when Joining Meeting

The Equinox application has a user preference “Block my Camera when Joining Meeting”, that delays establishing of sending video for all calls until Equinox can determine if the call is a conference call. Disabling this preference (setting indicator is grey) will reduce call/conference setup time for video calls.

Lock or obscure administrative settings

Customers are encouraged to lock or obscure administrative settings to prevent end-users from migrating away from administratively intended configurations. More details in **Planning for and Administering Avaya Equinox™ for Android, iOS, Mac, and Windows** documentation.

What's New

Release 3.6.4 (Service Pack)

- Addressing critical customer issues.

Release 3.6

- Support for Single Sign-On (SSO) with Open Authorization (OAuth) and Security Assertion Markup Language (SAML).
 - Use this feature to integrate Avaya Equinox® SSO with a supported enterprise Identity Provider (IDP) solution for authentication including multi-factor authentication. Services included with the solution are Avaya Aura® Device Services Release 8.0 and later and the Avaya Multimedia Messaging service on Avaya Aura® Presence Services Release 8.1 and later.
 - A user can log in using OAuth and SAML and have an SSO experience for:
 - Voice service. Avaya Aura® Device Services provides the SIPSHA1 token.
 - Services provided by Avaya Aura® Device Services including autoconfiguration, contacts, and enterprise search.
 - Presence using SIP.
 - Avaya Multimedia Messaging service on Avaya Aura® Presence Services.
 - With Release 3.6 of Avaya Equinox® clients, the following services do not use the OAuth and SAML login flows. These are planned to be added in a future release:
 - Avaya Aura® Web Gateway for Apple Push Notifications on iOS clients
 - Exchange Web Services
 - Avaya Equinox® Conferencing
 - SCEP certificate installation
 - The following services continue to use the existing authentication methods with individual sign-on or unified login with a shared Avaya Equinox® credential:
 - Client Enablement Services Avaya Equinox 3.6 Release Notes
 - Standalone Avaya Multimedia Messaging
 - Avaya Spaces login continues to use the Avaya Cloud Accounts login. Further integration is planned for a future release.
- Support for contact groups.

Contact groups are only available with Avaya Aura® Device Services Release 7.1.6 and later. You can use Avaya Equinox® to group your Equinox Contacts to better organize them. You can then initiate calls and instant messages to the groups. For example, you might have separate groups for your project team, subordinate team members, and response teams. The groups that you create are available across multiple devices

- Support for searching contacts by name, location, and department.
- Support for USB call control while using Avaya L100 Series Headsets.
- Support for configuring the IPv6 address in the **Server Address** field of the SIP Phone Service setting.

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Avaya Equinox® might configure the IP capabilities based on the automatic configuration file and PPM settings. The IP capabilities that Avaya Equinox® receives from PPM overwrites the values received from the automatic configuration file.

- Support for Single Sign On in an IP Office Cloud deployment (Powered by Avaya IP Office™ (Containerized) Release 11.0.5.0 or later).

Fixes

The following table lists the issues fixed in this release and is cumulative since the last major (or minor) release showing the most recent release first and oldest release last.

Key	Release Note	Affected Version/s	Fix Version/s
ACW-19375	ACW does not publish correct User-Agent header value when using EWS	3.5.5, 3.6	3.6.4
ACW-19350	LDAP password visible in plain text via traceSBC when Equinox Client is logged in	3.5.8	3.6.4
ACW-19336	'Close' menu item in title-bar right-click menu of conference windows is enabled	3.6	3.6.4
ACW-19330	Intermittent Incorrect IM labelling on first message received	3.5.8	3.6.4
ACW-19324	UI presents internal AMM namespace in Conversations window	3.5.8	3.6.4
ACW-19319	Equinox is not taking the 46xxsettings.txt command to minimize in the notification area	3.5.7	3.6.4
ACW-19315	P2P migration to 3-party ad-hoc conference - no contact picture seen by host of other Equinox Client	3.5.8	3.6.4
ACW-19314	when 3PCC cancels outgoing call, Equinox Windows does not stop RTP stream in case of direct IP-IP disabled	3.5.7	3.6.4
ACW-19301	Equinox Windows seems to get frozen upon 1st incoming call	3.5.7	3.6.4
ACW-19298	Equinox windows clients showing User Id Invalid upon launch of client	3.6.1	3.6.4
ACW-19295	Client used the wrong MeetingID in the P-Conference header and caused call setup failure in CM 8.1	3.6	3.6.4
ACW-19271	When disconnecting network for few seconds from PC: Unified Portal login failed	3.5.8	3.6.4
ACW-19196	When max resolution is set to AUTO the video falls back to low quality	3.5.7	3.6.4
ACW-19089	Incorrect close button behavior	3.5.7	3.6.4
ACW-18748	With activated IWA contact search in LDAP is failing	3.5.5	3.6.4
ACW-19100	Video does not work when joining OnAvaya conference.	3.5.7	3.6
ACW-19213	For remote workers using the Equinox Client, the SDP attribute Active talker: 1 prevents audio codes Mediant of forwarding the call to PBX.	3.5.7	3.6
ACW-19066	Intermittently, Equinox for Windows crash observed on Windows shutdown.	3.5.7	3.6

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ACW-18586	There is the Mute badge on Mute button informing it is disabled, but user can use the mute.	3.5.5	3.6
ACW-18580	Equinox client displays red triangle in the client and calendar items are not displayed anymore.	3.5.5	3.6
ACW-18204	Call option is disabled intermittently in outlook contact card.	3.5.5	3.6
ACW-18689	Equinox click to call inserts %20 if there is a space in highlighted number.	3.5.5	3.6
ACW-18720	Intermittently, Equinox Client not showing correct presence status.	3.5.5	3.6
ACW-19065	Equinox Client restart after change language fails and client terminates.	3.5.5	3.6
ACW-18582	Call Feature dialog windows lock Equinox Client on ContentToggleButton.	3.5.5	3.6
ACW-18988	Shared control fails when applying configuration change that requires restart.	3.5.5	3.6
ACW-18585	Date is not updated in Equinox Client call history when the laptop region set to UK English.	3.5.5	3.6
ACW-19044	Block video is not working properly.	3.5.1	3.6
ACW-19024	After mute, video cannot unmute when connected to virtual room.	3.5.1	3.6
ACW-18112	Equinox Client crashes while on conference call with greater than 80 participants.	3.5	3.6
ACW-18335	Equinox Client has issue with toast notifications when receiving call from Equinox Conferencing to join the virtual meeting.	3.5	3.6
ACW-18290	If one user starts screen sharing in an Equinox Conference, then any other user can stop sharing for all.	3.5	3.6
ACW-18268	Call options are disabled intermittently in the Outlook 365 contact card, some options always disabled.	3.5	3.6
ACW-18821	The UCCP subscribeMeetingInfoResponse have wrong terminationTime value when auto extension is enabled.	3.5	3.6
ACW-18093	Incorrect contact resolution on incoming call.	3.5	3.6
ACW-18056	User getting error "Phone Service problem Server configuration data not available".	3.5	3.6
ACW-18600	PSo does not work between EQ win and EQ VDI as the session gets freezed.	3.5	3.6
ACW-17233	Click 'start' in Ribbon not able to join the meeting with Outlook Addin.	3.4.8	3.6
ACW-18293	No name resolution for incoming calls to Outlook contacts.	3.4.8	3.6
ACW-14451	Unable to start Avaya Equinox Meeting via Webmail on IE 11.0.51 on Windows 10.	3.3, 3.3.1, 3.4	3.6

	<p>Workaround: Change the following registry values:</p> <p>[HKEY_CLASSES_ROOT\PROTOCOLS\Handler\avaya] "CLSID"="{3050f3DA-98B5-11CF-BB82-00AA00BDCE0B}"</p> <p>[HKEY_CLASSES_ROOT\WOW6432Node\PROTOCOLS\Handler\avaya] "CLSID"="{3050f3DA-98B5-11CF-BB82-00AA00BDCE0B}"</p>		
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Known issues and workarounds

The following table lists the known issues and workarounds in this release and is cumulative since the last major (or minor) release showing the most recent release first and oldest release last.

Key	Release Note	Affected Version/s
CLIENTSDK-25800	Call drops after hold when user is connected over SM and while on a call moves from dual stack IPv6 network IPV4 only network.	4.3
CLIENTSDK-25923	Audio call goes to voicemail in an IPv6 dual stack server network, when one user on dual stack client network calls user on a single stack IPv4 client network.	4.3
CLIENTSDK-26043	In a dual stack IPv6 network, when the second MDA endpoint joins an Equinox Conference from a bridge line, video and screen sharing is not displayed for MDA user.	4.3
CLIENTSDK-26017	User cannot make outgoing call after moving from enterprise dual stack IPv6 network moves to public (SBC) dual stack IPv6 network.	4.3
CLIENTSDK-25803	<p>Call does not get restored when user is connected over SBC and while on call moves from single stack IPv4 network to dual stack IPv6 network.</p> <p>Workaround: Make new call.</p>	4.3
CLIENTSDK-25802	<p>Call does not restore when user is connected over SBC and while on call, moves from dual stack IPv6 network to single stack IPv4 network.</p> <p>Workaround: Make a new call.</p>	4.3
CLIENTSDK-25748	No video in dual stack server IPv6 network when SBC media setting is "Unanchored" and users are connected via SBC.	4.3
CLIENTSDK-25547	Loud annoying music heard by users, when client is configured for dual stack prefer V4 on V6, when call is on hold in deployments where there is a mismatch in calling network and media server network (that is, calling network is IPV4 and media server network is IPV6 or vice versa).	4.3

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CLIENTSDK-25895	User is not able to unpause video on mobile clients only during Equinox Conference when media preference is different in CM and SBC.	4.3
ACW-18785	<p>Plantronics headset is unintentionally muted/unmuted in a conference call when user joins to the same call (and also modifies the call status, e.g. hold/unhold) with another device using the same account.</p> <p>Workaround: manually restore mute status using headset's or Equinox controls.</p>	3.6
ACW-19097	<p>It is always recommended to keep the headset firmware up to date. Avaya Setup tool version 2.9.4 and later provides automatic firmware update for Avaya L100 Headsets and automatic software update for itself to keep your devices up to date and guarantee best experience. It is also used to customize other headset settings. To install the Avaya Setup tool first time or upgrade from older 2.8.1 version please visit https://support.avaya.com to download latest recommended release.</p> <p>Additional documentation on the Avaya Setup tool and L100 Headsets can be found at https://support.avaya.com.</p>	3.6
ACW-17835	<p>After logout and then re-login, conference call log becomes a peer to peer call log.</p> <p>Workaround: None.</p>	3.5
ACW-15834	<p>Upgrade from AADS WebDeployment doesn't have "VDIENV=1" in Citrix Mode.</p> <p>Workaround: None.</p>	3.4
ACW-15780	<p>Client unmutes an existing call automatically when Plantronics 510 headset is connected (with and without Plantronics Hub).</p> <p>Workaround: None.</p>	3.4
ACW-13291	<p>Sending stream still encodes 720p even when the Windows CPU profile is Intel SSE4.2 and number of core is two.</p> <p>Workaround: None .</p>	3.3
ACW-11936	<p>Client fails to connect to AADS for the Software Update Check.</p> <p>Workaround: Import the SMGR CA certificate.</p>	3.2
ACW-10726	<p>The audio and video settings window disappears after a few seconds after launching from the portal when Equinox Windows client isn't logged in at the time.</p> <p>Workaround: Open the audio/video setting panel from the Equinox Windows client.</p>	3.2
ACW-13583	<p>Plantronics headset does not work in Scopia conference when user installed Hub 3.10.1_Windows 7.</p> <p>Workaround: Upgrade to Plantronics Hub version 3.10.2.</p>	3.2

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ACW-10286	Unable to hold and then resume a call via the headset while an incoming call is answered on one MDA device while bridged in from another device. Workaround: None.	3.1
ACW-10010	Some Bluetooth headsets turn off the Microphone when selecting the Stereo Playback speaker resulting in no audio path in Equinox clients. Workaround: None.	3.1
ACW-6941	H323 Dual Registration client cannot unpark a parked call. Workaround: None.	3.0

Documentation & Localization

Avaya Support Site

For Avaya Equinox® 3.6.4, the following documents have been added on the Avaya Support Site at <https://support.avaya.com/documents/>:

Guide	Link
Using Avaya Equinox® for Android, iOS, Mac, and Windows	https://downloads.avaya.com/css/P8/documents/101059921
Planning for and Administering Avaya Equinox® for Android, iOS, Mac, and Windows	https://downloads.avaya.com/css/P8/documents/101059923
Avaya Equinox® Overview and Specification for Android, iOS, Mac, and Windows	https://downloads.avaya.com/css/P8/documents/101059925

End-user documentation for Avaya Equinox® 3.6.4 clients is available in the following G14 languages:

- English
- French
- Italian
- German
- Russian
- Simplified Chinese
- Japanese
- Korean
- Latin American Spanish
- Brazilian-Portuguese

Avaya Documentation Portal

Customer documentation for Avaya Equinox® 3.6.4 is now also available on the Avaya Documentation Portal at <http://documentation.avaya.com/>. Using the Avaya Documentation Portal, you can:

- Search for specific content.

To perform a search:

- Type a keyword in the **Search** field.
- Type a keyword in **Search** and select the filters to search for content by product, release, and document type.
- Select the appropriate product or solution and then select the appropriate item from the list.
- Search for a document from the **Publications** menu.

- Publish a PDF of the content. You can publish a PDF of the current section only, the section and its subsections, or the entire document.
- Add content to your collection using **My Docs**.

From the **My Content > My Docs** menu, you can:

- - Create, rename, and delete a collection.
 - Add content from various documents to a collection.
 - Save a PDF of selected content in a collection and download it to your computer.
 - Share content in a collection with others through email.
 - Receive content that others have shared with you.
- Add yourself as a watcher to the content using the **Watch** icon.

From the **My Content > Watch** list menu, you can:

- Set how frequently you want to be notified, starting from every day to every 60 days.
- Unwatch selected content, all content in a book, or all content on the Watch list page.

As a watcher, you will be notified when content is updated or deleted from a document, or if the document is removed from the portal.

- Share a section on social media platforms, such as Facebook, LinkedIn, Twitter, and GooglePlus.
- Send feedback on a section and rate the content.

Note: Some functionality is only available when you log on to the portal. The available functionality depends on the role with which you are logged in.

Documentation errata

The following topics in the **Using Avaya Equinox® for Android, iOS, Mac, and Windows** document were updated after the guides were delivered for localization:

- *New in this release*
- *Automatic callback overview*
- *Change history*

Localization

For the Avaya Equinox® 3.6.4 clients, the following languages are supported:

- English
- German
- French
- Lat-Spanish
- Italian
- Japanese
- Korean
- Brazilian-Portuguese
- Russian
- Simplified Chinese
- Czech
- Dutch
- Polish
- Swedish
- Danish
- Hungarian
- Norwegian
- Indonesian
- Turkish
- Traditional Chinese
- Malaysian
- Thai
- Hebrew (except MacOS)

Contacting support

Contact Support Checklist

If you are having trouble with an Equinox Client, you should:

1. Set log level to debug.
2. Retry the action. Carefully follow the instructions in written or online documentation.
3. Check the documentation that came with your hardware for maintenance or hardware-related problems.
4. Note the sequence of events that led to the problem and the exact messages displayed. Have the Avaya documentation available.

If you continue to have a problem, contact Avaya Technical Support:

1. Log in to the Avaya Technical Support Web site <https://support.avaya.com>.
2. Contact Avaya Technical Support at one of the telephone numbers in the Support Directory listings on the Avaya support Web site.

Avaya Global Services Escalation Management provides the means to escalate urgent service issues. For more information, see the Escalation Contacts listings on the Avaya Web site.

Contact Support Tasks

You may be asked to email one or more files to Technical Support for analysis of your application and its environment.

Appendix A: Acronyms

Acronym	Definition
3PCC	Third Party Call Control
AAC	Avaya Aura® Conferencing
AADS	Avaya Aura® Device Services
AAWG	Avaya Aura® Web Gateway
AEMO	Avaya Equinox® Meetings Online
AMM	Avaya Multimedia Messaging
APNS	Apple Push Notification Service
ASBCE	Avaya Session Border Controller for Enterprise
BLA	Bridged Line Appearance
CM	Avaya Aura® Communication Manager
EC500	Extension to Cellular
FP	Feature Pack
GA	Generally Available
IdP	Identity Provider
IPv6	Internet Protocol version 6
LDAP	Lightweight Directory Access Protocol
MDA	Multiple Device Access
MSS	Multi-Stream Switching
OAUTH	Open Authorization
OTT	Over The Top
PLC	Packet Loss Concealment
POM	Presentation Only Mode
PS	Avaya Aura® Presence Services
SAML	Security Assertion Mark-up Language
SM	Avaya Aura® Session Manager
SBC	Session Border Controller
SMGR	Avaya Aura® System Manager
SP	Service Pack
SRTP	Secure Real-Time Transport Protocol
TOM	Top of Mind
TLS	Transport Layer Security
UC	Unified Communication
URI	Uniform Resource Identifier
USB	Universal Serial Bus
VDI	Virtual Desktop Infrastructure